

Message


From: ServiceDesk v12 Notification [NoReply@state.ma.us]
Sent: 8/18/2012 3:05:38 PM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
Subject: Incident 921950 - Update on Outstanding Ticket > 48 hrs.

Incident 921950
Customer: Hanchett, James L

Group assigned to: DPH.Engineering
Description:

Reason: In order to achieve timely service to our valued customers, I would like to take this opportunity to inform you that the Incident #921950 is still in an active status. We apologize for any inconvenience this may have caused you, but we will notify you as soon as the problem has been resolved.

If you have any further questions:
Please phone the Customer Service Center at: 617-660-5230

Analysts, Click here for VG access: 

Sincerely,
Customer Service Center.

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.